

**Department of Human Resources**  
Carroll County Government  
225 North Center Street, Room 100  
Westminster, Maryland 21157  
410-386-2129



Currently accepting applications for:  
**Program Specialist - Waiver**  
**Bureau of Aging and Disabilities**  
  
An Equal Opportunity Employer

**Program Specialist/Waiver – Bureau of Aging and Disabilities**

\$41,018 annually (\$19.72 hourly) (Grade G09), 40 hours per week, *contingent position\**

Hours are typically Monday through Friday from 8:30 am – 5:00 pm

**Apply by 5:00 pm on Friday, May 6, 2022**

The Bureau of Aging and Disabilities is currently searching for a Program Specialist to provide case management and service delivery to those participating in Medicaid-funded home and community-based services programs such as the Community Options Waiver and Community First Choice.

The Program Specialist will be responsible for assessing client needs, maintaining oversight of a caseload, composing/distributing reports, maintaining organized files/computer management systems and conducting person centered team meetings.

The ideal candidate for this opportunity will be able to work effectively with vulnerable older adults and younger individuals with disabilities, including children. The candidate will work collaboratively with program staff, the local Health Department, Maryland Department of Health, community partner agencies and health care entities to be proactive with enrolling clients in qualifying programs. The candidate should possess an attention to detail and an ability to interpret and adhere to state and federal guidelines when determining eligibility for such programs.

*See next page for the full job description*

**Qualifications:**

1. Bachelor's degree with major course work in gerontology, social work, or related field
2. Two years' experience in case management or program implementation
3. Valid driver's license
4. Requires criminal background check as condition of employment

*A comparable amount of training and experience may be substituted for the minimum qualifications*

**Benefits of working for Carroll County Government:**

- ✓ Low-cost, no deductible healthcare plans (including prescription and vision)
- ✓ Low-cost dental insurance
- ✓ Paid holidays

*\*Contingent employees are hired under an employment contract which includes paid time off and an additional 3% salary contribution for retirement.*

**How to apply:**

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Call the Carroll County Job Hotline to request an application: 410-386-2020
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

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(22-160)

The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kimberly L. Frock, Director and Carroll County Government Americans with Disabilities Coordinator for employment, at the Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.

## **PROGRAM SPECIALIST**

### **GENERAL RESPONSIBILITIES**

Provide service delivery, implementation, and/or case management for any or all of the following programs: Community Options Waiver (CO), Community First Choice (CFC), Community Personal Assistance Program (CPAS) and Nursing Facility Program Education (NFPE) grants, under general supervision, in accordance with Federal, State, and local laws.

**ESSENTIAL TASKS** include the following; other duties may be assigned.

1. Provide service delivery of specified program(s) and project(s)
2. May perform case management, determine eligibility, conduct appointments and field visits, as required
3. Assess client needs, collect data, analyze complaints, provide information, answer questions, and make referrals
4. Receive, investigate, and resolve problems
5. Compose, prepare, and process reports, correspondence, and required literature
6. Establish, organize, and maintain files and computer records management/file systems
7. Apply knowledge of and responds to questions regarding ordinances, regulations, policies, procedures, and practices
8. Develop and maintain effective working relationships with community agencies
9. Perform related duties as to specific assignments
10. Any employee may be identified as Essential Personnel during emergency situations.
11. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
12. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

### **EDUCATION AND EXPERIENCE**

1. Bachelor's degree with major course work in gerontology, social work, or related field
2. Two years experience in case management or program implementation

\* A comparable amount of training and experience may be substituted for the minimum qualifications.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

1. Valid driver's license
2. Requires criminal background check as condition of employment

### **KNOWLEDGE, SKILLS AND ABILITIES**

1. Read and comprehend instructions, regulations, correspondence, and memos
2. Write reports and business correspondence
3. Present information and respond to questions from employees, groups of managers, clients, customers, and general public
4. Define problems, collect data, establish facts and draw valid conclusions
5. Work with detail, problem solve and communicate problems
6. Respond to inquiries and complaints from employees and citizens
7. Follow detailed written or oral instructions
8. Use computer software programs and/or other applications